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To: 'microsoft.atr(a)usdoj.gov'
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Subject: Microsoft

Really, really disappointed in the settlement Justice has made with Microsoft. The evidence was clear, the history of Microsoft disregarding any penalties imposed upon it is clear and the offending practices continue. Justice has sold out the American consumer. The only way to get Gates and his company to stop is to disengage the operating system from the applications software. You have not only abandoned that option you have reduced the penalties to meaningless self-monitoring. No one believes that after years of abusing and ignoring the Justice Department, the recent settlement will suddenly make Microsoft behave. Even less do we believe that the Justice Department will actually employ resources toward monitoring and controlling Microsoft, much less impose fines that will matter.

We trust the government to step in when a company has proved themselves to be untrustworthy, to have severely injured their customers and to have taken from the market any other option or choice in the form of a true competitor. Microsoft has done all these things. If you don't believe this it can only be because you do not use a personal computer. I have many Microsoft applications on my computers. None of them work together. Errors and crashes are constant. Explanations and support are rare. True support costs \$295 per incident. The most devastating viruses out today exploit the faults of Microsoft's software. Microsoft sells inferior products only because the government has allowed a monopoly to exist and grow out of control and now refuses to correct or even truly acknowledge the mistakes that have led us here.

Microsoft and it's leaders are arrogant, selfish entities that cannot be trusted to monitor or control themselves. The Justice Department was our last hope. You have abandoned us when the evidence was clear. We are greatly disappointed. You should be ashamed.

Lori Bragg

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